



Dear FedEx Customer:

Your package is being returned to you with this letter of explanation Unfortunately we were unable to complete delivery on your shipment for the following reason(s):

___ The recipient was not in on three delivery attempts. We were not authorized to leave the package without your signature on the airbill. No one else (superintendent/neighbor/co-worker) would sign for the package. If your signature was on the airbill, the courier was unable to leave package in a safe area.

___ The recipient moved and left no forwarding address on file. The recipient / company name on airbill was not listed with directory assistance (411) in NYC.

X The recipient address as written on the airbill is incorrect or incomplete (no bell/buzzer number/floor/suite #/dept./location). We were unable to obtain the correct or complete delivery information.

___ A Post Office Box Number/Address was the only address written on the airbill. FedEx cannot deliver to PO Boxes.

___ Recipient name or Company name was missing from the delivery address resulting in a non-delivery of your package.

___ The package was undeliverable without full name of recipient and that recipient's telephone number. This is especially true for all packages going to Citibank, AIG Group, & Chase Manhattan Bank.

___ Our customer service personnel tried to contact you (the shipper) and the recipient unsuccessfully by telephone. Company policy will not allow us to keep an undeliverable package longer than 5 business days.

___ The recipient's company mailroom returned the package to FedEx. Either the recipient is no longer with the firm, or they were unable to locate recipient due to lack of delivery information on the airbill.

___ All packages going to Chase Bank are delivered to the actual recipient, not a mailroom. The package will need a full recipient name, floor, dept. & telephone number. Without this info, the package is undeliverable. No one will sign for or accept these packages.

___ Mailrooms at Bank of New York, Merrill Lynch, AIG Insurance, Smith Barney, American Express, Lehman Bros., & or ETC... will automatically return all packages back to FedEx if the delivery address is missing a full recipient name/floor/dept/telephone #/ & or area. Citibank packages also require a zone.

___ Delivery information on airbill is incomplete or incorrect, or you tendered your shipment on the wrong airbill. Domestic shipments require the domestic airbill and international shipments require an international airbill, or your shipment had an incorrect or missing postal code for the recipient.

___ Other Explanation: _____

If you have any questions, please contact FedEx Customer Service at 1-800-463-3339. Please refer to your tracking number. Thank you for using FedEx.

EXHIBIT E